



OPERATIONAL MEMO

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APPROVED BY: TIM SOKAS	

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Purpose and Audience:

The purpose of this Operational Memo is to provide guidance to eligibility sites regarding their responsibilities when responding to documentation requests and findings from the Medical Assistance Eligibility Quality Assurance (EQA) unit.

Information:

The Department of Health Care Policy and Financing has implemented a new quality assurance review program to monitor the accuracy and timeliness of eligibility determinations for Medical Assistance. The EQA unit is responsible for conducting quality assurance case reviews on a monthly basis.

The EQA unit will request from the eligibility site the documentation that supports the eligibility determination completed in the Colorado Benefits Management System (CBMS). The eligibility site will, at a minimum, receive an Initial Case File Request and an Initial Findings Report every month. There may be some instances in which the EQA needs more information that was not a part of the initial case file request. In order to ensure that reviews are completed timely, and with all the necessary information, eligibility sites must respond to documentation requests and error findings according to the instructions outlined in this memo.

Responding to Requests for Case Files & Additional Documentation

If the eligibility site does not use CBMS EDMS, the eligibility site will receive an email titled "HCPF MA EQA – Initial Case Request" with a list of cases attached. The eligibility site must return the requested case files to the EQA unit within 10 business days of the request.

If the eligibility site does use CBMS EDMS, EQA will search for and save the case files without requesting information from the site. If EQA cannot find the files, the eligibility site will receive an email titled "HCPF MA EQA – Initial Case Request – EDMS" with a list of cases attached. The eligibility site must upload the requested documentation to CBMS EDMS within five business days of the request. If EQA does not receive the file by the deadline and the eligibility site has not been granted an extension, the eligibility site will receive a missing documentation error on all the cases that were not provided.

If the eligibility site requires an extension, they must send to EQA a written request for an extension within three business days of the initial case request.

If the eligibility site determines that the file requested from them belongs to another eligibility site, they must notify EQA of this, in writing, within three business days of the initial case request.

If EQA does not receive the file by the deadline and the eligibility site has not been granted an extension, the eligibility site will receive a missing documentation error on all the cases that were not provided. In some instances, EQA may require documentation that was not provided in the initial case request. When this occurs, the eligibility site will receive an email titled "HCPF MA EQA – Additional Request for Documentation." The site must provide the requested documentation within three business days of the request. Failure to send the requested case files will result in a missing documentation error for the case(s) in question.

Responding to Findings

When EQA have finished their reviews, the eligibility site will receive an email titled "HCPF MA EQA – Initial Findings Report" with a list of the cases that were reviewed and the outcome of each review. This report will list all the error findings found by EQA, if applicable. The eligibility site must respond to each error finding listed on the report and must choose from one of the options listed below:

- **Agree/Concur.** Select this response if your eligibility site agrees with the individual finding cited by EQA. Errors that receive a concurrence will be reflected in your accuracy dashboard.
- **Disagree/Rebut.** Select this response if your eligibility site disagrees with the error cited by EQA. The eligibility site must provide an explanation for the rebuttal and documentation that supports their argument. EQA will review the rebuttal(s) and make a final decision. If EQA agrees with the rebuttal, the error will be reversed. If EQA disagrees with the rebuttal, the error will stand and will be reflected in the eligibility site's monthly accuracy results.

The eligibility site must return their response(s) to EQA within 10 business days of receiving the Initial Findings Report. Any rebuttals received after the due date will not be considered and the findings will be reflected in the eligibility site's monthly accuracy results.

Attachment(s):

Eligibility Quality Assurance FAQ

Department Contact:

Melissa Vincent

Melissa.vincent@hcpf.state.co.us